

DISPOSITION OF REPORTS TO COMMUNITY SERVICES COMMITTEE

7 December 2000

- Notes:**
- 1. Underlining indicates new or amended recommendation(s) approved by Committee.**
 - 2. Reports requiring Council consideration will be presented to Council in 2001.**

1. REPORT OF THE TASK FORCE ON THE REGULATION OF RETIREMENT RESIDENCES

That the Community Services Committee recommend the Council of the (new) City of Ottawa approve the recommendations contained in the Report of the Task Force on the Regulation of Retirement Residences, dated November 2, 2000 as follows:

Recommendation 1 - Provincial Regulation:

That the Provincial Government enact legislation that establishes the framework for governing the activities of retirement homes, including:

- 1.1 A licensing process for retirement homes,**
- 1.2 The development of minimum care standards for retirement home residents by an independent third-party agency,**
- 1.3 The enforcement of minimum care standards for retirement home residents by an independent third-party agency, and**
- 1.4 The establishment of a complaint resolution process available to residents, their families, retirement home staff, and the public, that includes third-party review.**

Recommendation 2 - Licensing:

- 2.1 The term “retirement residence” should be defined in legislation;**
- 2.2 Criteria for licensing should be established;**
- 2.3 The Province should set the licensing requirements;**
- 2.4 An independent third-party agency (composed of stakeholders and the public) should be established to grant and revoke licenses based on the provincial criteria;**
- 2.5 The provincial criteria be based on recommendations developed by a Provincial Task Force, composed of stakeholders and the public, through a public consultative process; and**

- 2.6 The process of licensing and enforcement of license conditions by the agency include a role for municipalities (including the adequate provision of resources to undertake this role).**

Recommendation 3 - Care Home Information Packages:

That the Provincial Task Force review, as part of its mandate, Care Home Information Packages in order to develop common terms and conditions for the services being offered, and make recommendations to the Provincial Government to be incorporated in its retirement home regulatory framework.

Recommendation 4 - Standards of Care:

That the Provincial Task Force develop, as part of its mandate and involving a public consultation process, minimum care standards for retirement home residents - recognizing the diversity of care services offered, the requirement for a tiered-approach in the provision of these services, and including a residents' bill of rights - and make recommendations to the Provincial Government to be incorporated in its retirement home regulatory framework.

Recommendation 5 - Enforcement:

- 5.1 The overall framework for the enforcement of retirement home regulations should be set out in provincial legislation;**
- 5.2 The Provincial Task Force should examine regulation enforcement issues, through a public consultation process, and make recommendations to the Provincial Government;**
- 5.3 The provincial agency responsible for licensing retirement homes should also be responsible for regulatory enforcement, including regular inspections; and**
- 5.4 The provincial agency should be authorized to delegate regulatory powers to existing public agencies active in the field (i.e. municipalities, provincial ministries, etc.).**

Recommendation 6 - Complaints:

- 6.1 The provincial regulatory framework should include a defined complaints resolution process, including the opportunity for third-party review. The investigation of complaints should first start at the retirement home itself; if not**

- resolved it then should be pursued by the provincial agency responsible for the regulation of retirement residences;
- 6.2 Any resident, family member, retirement home staff, care giver, or member of the public can file a complaint. Retirement home staff should be protected from adverse employer reaction;**
- 6.3 The Provincial Task Force should examine, as part of its mandate, the development of an appropriate complaints resolution process, and make recommendations to the Provincial Government.**

Recommendation 7 - Distribution of Report and Recommendations:

- 7.1 Regional Council approve the report of the Task Force and its recommendations;**
- 7.2 Regional Council write to the Ontario Minister of Health and Long Term Care as well as the Ontario Minister Responsible for Seniors Issues urging provincial regulation of retirement homes, based on this report (and including this report and the report from the April 29, 2000 Community Forum);**
- 7.3 Copies of this material be provided to both Opposition Party Critics, and to area M.P.P.s; and**
- 7.4 Copies be also sent to the Association of Municipalities of Ontario, the Ontario Residential Care Association (ORCA), the Ontario Association of Non-Profit Housing and Seniors' Services (OANHSS) and the Ottawa-Eastern Ontario Residential Care Association, for their consideration.**

CARRIED